



# Rothschild House Group

## JOB DESCRIPTION

### ROLE

#### 1. Role details

Role Title	Practice Manager
Reports to	Managing Partners
Date Reviewed	1 April 2026

#### 2. Practice Purpose

Our aim is to provide the best possible healthcare to enable our patients to live well. This is achieved through a highly motivated, effective, and efficient Practice team.

#### 3. Team Purpose

As above

#### 4. Role Purpose

Provide leadership and management of the staff and the business to enable the practice to meet the mutually agreed aims and objectives of the Partnership, within a profitable, efficient, safe and effective working environment.

#### 5. Core Duties & Responsibilities

##### GENERAL

- Reporting to the Managing Partners and Responsible to the Partnership.
- Direct Line Manager to: 4 Operational Support Managers, Patient Services Manager, Book Keeper, HR Administrator, IT Technician and Handyman. Dual Line Management to 2 Dispensary Managers, Pharmacy Technician Manager and Nurse Manager.
- The role of Practice Manager is all encompassing, and it is not possible to itemise every responsibility. Overall the Practice Manager is responsible with the Partners to ensure the Practice is safe and effective in its delivery of patient care within its contracted service, using the staff and resources available to them efficiently and effectively.

##### MANAGEMENT & STRATEGIC PLANNING

- Keep abreast of current affairs and identify potential opportunities and threats.
- Provide advice to the Partnership on all matters.
- Analysing data relating to clinical commissioning as appropriate and contributing to

planning and organisation, both at the practice and clinical commissioning level.

- Contribute to Practice strategy; formulate objectives and research and develop ideas for future practice development.
- To make recommendations to the Partners for Practice development with regard to enhancing services and potential sources of income.
- Formulate objectives and develop ideas for future Practice (and potentially PCN) development.
- Monitor and evaluate performance of the practice team against objectives; identify and manage change.
- Ensuring the organisational requirements of Practice contracts with the ICB, Herts CC, NHSE *et al* are fully met and complied with.
- Supporting the Partners to develop and implement processes to achieve clinical targets of QOF and enhanced services.
- Develop and maintain effective communication both within the practice and with relevant external stakeholders.
- Assess and evaluate accommodation requirements and manage development and expansion opportunities as appropriate.
- Ensure Practice protocols and procedures are provided, reviewed and updated.

#### **BUSINESS CONTINUITY**

- Ensure that the Practice has adequate Business Continuity Plan in place.

#### **Finance/Accounts**

- Responsible to the Finance Lead Partner.
- Line Manager to the Practice Bookkeeper.
- Keep abreast of changes to financial and accounting practices that will impact the Practice.
- Ensure correct and proper financial/accounting records are maintained.
- Ensure correct and proper financial/accounting reports are produced (i.e. internal quarterly reports, annual accounts by the Practice Accountants).
- Ensure the Practice financial set-up is secure with the appropriate safeguards to prevent fraud, theft and misuse.
- Directly contributing to profit improvement by exploring areas for increasing income and reducing costs.
- Report on the financial implications of contract and legislation changes to the Partnership.
- Manage the Practice accounts/bookkeeping, ensuring that positive cashflow is maintained.
- Ensure submissions and invoices are submitted in a timely manner for all Practice contracted services to the relevant organisation or agency.
- Ensure the Practice receives the appropriate payments via the multiple income streams due (NHSE, ICB, County Council (Public Health), PCN *et al*).
- Ensure Payroll, PAYE and pension payments for practice staff.
- Overseeing the administration of the NHS Pension and Stakeholder Pension Schemes
- Ensure appropriate systems in place for handling and recording of cash and cheques and petty cash.
- Liaising with accountant, bank and business insurance companies *et al* as appropriate.

#### **HR**

- Line Manager to the HR Assistant.
- Be current in employment law and employment/HR best practice.
- Provide clear direction of the complete HR process.
- Ensure proper staff HR records are maintained.
- Develop and update staff Contracts of Employment templates.

- Oversee the recruitment of staff.
- Ensure staff are legally employed.
- Ensure staff have the appropriate DBS clearances for their role.
- Ensure staff have the appropriate immunisations/vaccinations for their role.
- Manage staffing levels within target budgets and ensuring they are being employed efficiently and effectively.
- Ensure all staff are adequately trained to fulfil their role. Ensure all staff are up to date with all statutory & mandatory training.
- Conduct effective staff appraisal and monitoring systems.
- Ensure staff are supported and mentored effectively, both as individuals and as team members.
- Implement effective systems for the resolution of disputes and grievances.
- Maintain up-to-date HR documentation (including job descriptions, employment contracts and HR policies).
- Ensure the NHS NWRS Portal is maintained with up to date staff details.
- Actively engage with other Alpha PCN practices in the employment of shared staff.

### **FACILITIES**

- Ensure that Practice premises are properly maintained and cleaned and that adequate fire prevention and security systems are in place.
- Manage the procurement of practice equipment, supplies and services.
- Maintain and review Health & Safety policies and procedures and keep abreast of current legislation
- Arrange and ensure appropriate insurance cover
- Ensure appropriate service and calibration of practice equipment

### **HEALTH & SAFETY**

- Act as the Practice HSaW Officer.
- Ensure the Practice abides by HSaW legislation.
- Be current in HSaW legislation affecting the Practice.
- Ensure Practice HSaW policies are up to date.
- Ensure Practice Risk Assessments are up to date.
- Ensure individual maternity and DSE Risk Assessments are undertaken when appropriate (nominally via the HR Assistant).

### **IT**

- Line manager to the IT Support.
- Manage and oversee the evaluation of and plan practice IT implementation and modernisation
- Manage and oversee the latest development in primary care IT and disease coding
- Manage and oversee the motivation, support and monitoring of staff in the use of IT; organise, oversee the organisation of and evaluation of IT training
- Manage and oversee setting of targets and monitoring standards for data entry and data collection
- Ensure that the practice has effective IT data security, back-up, maintenance and disaster recovery plans in place
- Liaise with the ICB regarding systems procurement, IT funding and national IT development programmes.
- Ensure the Data Security & Protection Toolkit (DSPT) Toolkit is submitted annually.
- Maintain the practice's website and social media.

**CQC**

- To be one of the two Practice CQC Registered Managers:
  - A CQC Registered Manager has statutory, clinical-governance and operational responsibility for ensuring the Practice complies with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and delivers safe, effective care.
- Ensure the Practice CQC registration is maintained and updated with changes to the Partnership.
- To submit statutory “Notifications” to the CQC when required.
- To ensure the Practice meets the requirements of the CQC Single Assessment Framework (ie is safe, effective, caring and well-led).
- To prepare and lead the Practice during CQC inspections.

**PCN MANAGER**

- Responsible to the PCN Clinical Director (CD).
- Act as the PCN Manager in line with the PCN Network Contract DES, and Alpha PCN Practice PCN Network Agreement.
- Advise and assist the CD with their duties and responsibilities.
- In acting as the PCN Lead Practice:
  - Ensure the organisational requirements of the PCN DES contracts are fully met and complied with.
  - Support the PCN practices and CD to develop and implement processes to achieve PCN clinical targets (ie IIF).
  - PCN finances are managed effectively, and funds are distributed correctly and in a timely manner.
    - Develop PCN budgets and financial systems .
    - Present financial forecasts and budget reports for the PCN .
    - Ensure financial risks are recognised and discussed within the PCN
    - Liaise with the accountants and CD to produce year-end Income & Expenditure accounts.
    - Ensure appropriate monthly / quarterly accounts information is provided to PCN practices.
    - Liaising with the ICB and payment agencies regarding queries with payments.
    - Ensure the monthly ARRS Reimbursement form is submitted
  - PCN staff resources are managed effectively.
  - PCN sub-contracts and Risk Sharing Agreement (*et al*) are in place and managed effectively.
  - Communicate effectively with other PCN practices and stakeholders on all matters.
- Project manage new and developing service change within the PCN.

**ADMINISTRATIVE AND OTHER DUTIES**

- Undertake other duties within your competencies.
- Work across all Practice sites.

**CONFIDENTIALITY**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post holder will have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They will have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

<b>6. Person Specification</b>		
This is a specification of the experience, skills etc required to effectively carry out the duties and responsibilities of this post		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Degree or similar qualified – business focus	Y	
Chartered Member / Member of the CIPD		Y
Car driver with vehicle access	Y	
<b>Experience</b>		
Previous experience as a GP Practice / Primary Care Manager	Y	
Minimum 5 years' experience as a business/senior manager, with knowledge of contract management, business accounting, HR & employment law and project management	Y	
Managing high performing teams in a complex environment	Y	
Significant financial management experience of medium sized company accounts	Y	
Coaching / mentoring skills	Y	
<b>Skills, Knowledge and Behaviours</b>		
Strong financial acumen	Y	
Current knowledge of HR & employment law and best practice	Y	
Strong transformational leadership skills	Y	
Ability to think strategically and translate strategy into implementation	Y	
Excellent organisational skills, managing time effectively	Y	
An analytical mind and outstanding presentation and problem-solving skills	Y	
An imaginative mind in developing solutions.	Y	
Excellent Planning and organising skills	Y	
Ability to support and guide the teams through decision-making processes	Y	
Ability to communicate clearly and effectively (both verbal and written) across all levels of staff, Partners and stakeholders	Y	
Ability to manage positive change through motivation and leadership	Y	
Ability to work positively as a member and leader of busy teams and to develop positive cultures	Y	
Ability to influence others positively, negotiate constructively and resolve conflict successfully	Y	
Able to build and sustain networks and partnerships	Y	
Ability to prioritise workload and meet conflicting deadlines	Y	
Ability to work under pressure	Y	

Qualities		
<p><b>Key leadership attributes:</b>            Courage &amp; Integrity            Effective Communicator at all levels (listening and speaking)</p> <p><b>Key Qualities</b>            Leads by example            Resilient            Personable and approachable            Diplomacy            Influencer            Self-motivated and confident            Adaptable and innovative / creative            Proactive strategic thinking with a clear vision            Positive, can-do attitude            Solution finder            Enabler/Coach/Mentor</p>		

7. DBS and Vaccinations	
DBS	<b>Enhanced</b>
Vaccinations	<b>Standard Staff</b>

Please note your job description is intended only as a guide to the responsibilities that will generally be required of you. You may need to perform other duties that have not been mentioned to accommodate both patient and business needs.

# PRACTICE

## 8. Practice Values, Policies & Procedures

Our values are laid out in our Patient and Staff Charters below and they are at the heart of everything we do. They set out the principles, standards and behaviours we abide by to deliver the best care possible for our patients. Our Policies & Procedures, which are located within the Staff Handbook, provide the advice and guidance on how we operate as a Practice.

### Patient Charter:



### Staff Charter:



**Openness & Learning:**

- We believe in a culture of openness and honesty at work, that enables us to learn and develop as individuals, teams and as an organisation.

**Equality & Diversity:**

- We value equality and diversity in employment and in the services we provide. We are committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job-related needs of all staff working in the Practice are recognised. We aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership.
- You are responsible for ensuring that policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

**Professionalism:**

- Where you are a Registered member of staff (GP, Registered Nurse, Paramedic, Pharmacy Technician etc), you are to adhere to the Professional conduct, scope of professional practice and maintain registration.
- We actively encourage development within the workforce. You are required to comply with and complete mandatory training, and any other training or development that is required for your role or individual development.
- To be aware of and to work in accordance with all Practice policies.
- To contribute to the development and review of related clinical policies, protocols and guidelines.
- To participate constructively in individual performance management process and reviews.

**Risk Management:**

- You have a responsibility for the identification of all risks which could have a potential adverse effect of the Practice's ability to maintain quality of care and the safety of patients, staff and visitors and for taking positive action to eliminate or reduce these.

**Health & Safety:**

- You are to maintain a good working knowledge of Health and Safety procedures and fire precautions and operate the correct procedures and participate in policy development and data collection where appropriate, making effective use of training to update knowledge and skills
- You have a duty of care and personal obligation to act to reduce healthcare-associated infections (HCAIs). You must attend mandatory training in infection prevention and control (IPC) and be compliant with all measures required by the trust to reduce HCAIs. You must comply with the Practice's Infection Prevention & Control policies, including those that apply to your duties, such as hand decontamination, personal protective equipment, aseptic techniques and safe disposal of sharps.
- You are required to be fully aware of the potential health and safety hazards in the practice environment. In the event of an accident, whether a staff member or a patient, immediately

notify the Practice Management.

- You are responsible for keeping your own work areas and general/patient areas tidy and clean to avoid accident or injury.

**Confidentiality & Data Security:**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- You are expected to comply with all Practice policies and procedures related to confidentiality and data security and to work in accordance with General Data Protection Regulations.

**Safeguarding:**

- We have a responsibility to safeguarding and promoting the welfare of children, young people and vulnerable adults who use our services. All Partners and staff share this responsibility and are to comply with current Practice policies, undertaking the appropriate level of training for the role.
- If you have reason for concern that a patient is 'at risk' you should escalate this to an appropriate person i.e. Manager, Practice Manager, Safeguarding Lead GP etc.